

A “one-stop shop” for information and resources in order to support Covered California members through the renewal process. Check back frequently for updates.

We have moved several resources from this Renewal Tool Kit to our 2016 Open Enrollment Toolkit, [which you can find here](#).

### Renewal

Resource	Type	Description	Date Updated
<a href="#">Renewal Quick Guide</a>	Quick Guide	Tips and reminders for the renewal process including links and information on Renewal Notices.	9/9/2016
<a href="#">Job Aid: Renewal</a>	Job Aid	Instructions on the 2017 Covered California renewal process.	9/28/16
<a href="#">Consent for Verification Quick Guide</a>	Quick Guide	Information on consumer consent for verification to avoid loss of Advanced Premium Tax Credit (APTC) or Cost-Sharing Reductions in 2017.	9/1/2016
<a href="#">Non-Tax Filer Quick Guide</a>	Quick Guide	Quick facts about renewal implications for non-tax filers and a link to the IRS page for more information on IRS Notice 5858.	9/9/2016
<a href="#">2017 Delegation and Delegation Change</a>	Policy	Guidance on consumer delegation for Certified Enrollers.	9/13/2016
<a href="#">CalHEERS Password Reset</a>	Job Aid	Instructions for how to assist consumers on resetting their password in the online application (CalHEERS).	10/12/2016

### Renewal Notices

Resource	Type	Description	Date Updated
<a href="#">Covered California Consent for Verification Notice (CalNOD11)</a>	Notice	Notice to consumers explaining they are at risk of losing their APTC if they do not update consent.	9/9/2016
<a href="#">Covered California Renewal Notice (CalNOD12)</a>	Notice	Notice to consumers explaining the renewal process and the importance of retaining health insurance.	9/9/2016

<a href="#">IRS Notice 5858</a>	IRS Notice	Notice to consumers that received a Premium Tax Credit for the 2015 coverage year and have yet to file their 2015 federal tax return.	9/9/2016
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### Contact Covered California

Resource	Type	Description	Date Updated
<a href="#">Covered California Service Center Operating Hours</a>	Schedule	Service Center hours of operation for consumers and certified enrollers.	9/7/2016
<a href="#">Regional Field &amp; Account Representatives</a>	Handout	Contact information for our field and account team representative by region within California.	10/25/2016

### Agent Extranet

Resource	Type	Description	Date Updated
<a href="#">Agent Extranet Tool Kit</a>	Tool Kit	Step-by-step instructions for accessing your Agent Extranet/ Book of Business.	5/25/2016
<a href="#">Book of Business</a>	Quick Guide	Report of all your Covered California consumers.	4/1/2016
<a href="#">Conditional Eligibility Extract</a>	Quick Guide	Instructions on how to help consumers with a conditional eligibility status in your Book of Business.	8/4/2016
<a href="#">Return Mail Extract</a>	Quick Guide	Information on consumers with an incorrect or outdated mailing address in your Book of Business.	5/13/2016